

Thorner's Homes annual complaints performance and service improvement report 2024

Thorners is required by the Housing Ombudsman Service to produce an annual complaints performance and service improvement report for scrutiny and challenge, which must include:

- a. the annual self-assessment against this Code to ensure their complaint handling policy remains in line with its requirements.
- b. a qualitative and quantitative analysis of the landlord's complaint handling performance. This must also include a summary of the types of complaints the landlord has refused to accept;
- c. any findings of non-compliance with this Code by the Ombudsman;
- d. the service improvements made as a result of the learning from complaints;
- e. any annual report about the landlord's performance from the Ombudsman; and
- f. any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.

The annual self-assessment

You will find the annual self-assessment is attached at Appendix A

Number of complaints received between 1 st January 2024 and 31 st December 2024	One	30/12/2024 One complaint about water temperatures
Number of complaints refused to be accepted	One	Not a complaint about Thorners
Number of non-compliance with this Code by the Ombudsman	None	
Number of service improvements made as a result of the learning from complaints	One	More regular temperature readings made when service requests are made in this respect, whilst waiting for repair.
Any annual report about the landlord's performance from the Ombudsman	None	
Any other relevant reports or publications produced by the Ombudsman in relation to the work of the landlord.	None	

Board of Trustees Response to this Report

The charity has been completing a complaint handling self-assessment as recommended by the Housing Ombudsman.

One complaint was received during the year and the Board are confident that residents know how to begin any complaints procedure.